

## SCHOHARIE COUNTY CLASSIFICATION SPECIFICATION

Class Title: **INTENSIVE CASE MANAGER**

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Jurisdictional Class: **Competitive**  
Date Adopted: **May 30, 2000**  
Date Revised: **6/4/02**  
Jurisdictions: **County**  
Union Status: **CSEA**  
Pay Grade: **17**

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**DISTINGUISHING FEATURES OF THE CLASS:** An Intensive Case Manager performs professional casework activities targeted to clients with particularly problematic service needs. The work is critical in linking identified clients to a broad range of services essential to successful living in a community setting. This class signifies a position of high operational responsibility and the authority to make referrals, to convene and lead teams of service providers and to make decisions about client transfers. Incumbent performs work under the general direction of a Program Coordinator or supervising social worker; does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Provides services that prevent or resolve crises to reduce unnecessary use of emergency rooms and inpatient services;  
Assists clients in learning to use fiscal resources including, but not limited to, application for and receipt of such benefits and entitlements as SSI, food stamps, and/or scholarships;  
Utilizes available resources to purchase concrete goods and services for maintaining a client in the community;  
Completes necessary agency and clinical paperwork, such as progress notes, service plans, etc.;  
Involves client(s) in the formulation, implementation, and monitoring of individualized service plans by visiting them in a variety of community settings;  
Determines the need for Intensive Case Management services by interviewing client(s) and/or reviewing referrals;  
Provides education to the client regarding the use of medications, drugs, and/or alcohol, including side-effects and interactions, and provides supports necessary to assist with the chosen treatment program;  
Coordinates with other service providers (i.e. staff psychiatrist, crisis workers, Department of Social Services, etc.) to ensure adequate and comprehensive services to assigned clients; and  
Attends supervisory, treatment, and related meetings as necessary.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of the practices and procedures of social casework and of the social factors affecting disease and disability; Good knowledge of the functioning of psychiatric outpatient clinics and the scope of services rendered; Good knowledge of related community resources and how to use them effectively; Ability to express oneself both orally and in writing; Ability to organize work effectively; Ability to prepare reports; Ability to establish and maintain cooperative relationships; and Good judgment and initiative.

Last Reviewed: n/a  
Last Updated: 06/04/02  
Reviewed By: n/a  
Last Reallocated: n/a

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### **MINIMUM QUALIFICATIONS:**

- (A) A Master's degree; **AND**
  - (1) Two (2) years of experience in providing direct services to mentally disabled patients/clients, **OR**
  - (2) Two (2) years of experience in linking mentally disabled patients/clients to a broad range of services essential to successfully living in a community setting; **OR**
- (B) A Bachelor's degree; **AND**
  - (1) Four (4) years experience in providing direct services to mentally disabled patients/clients, **OR**
  - (2) Four (4) years experience in linking mentally disabled patients/clients to a broad range of services essential to successful living in a community setting; **OR**
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

**NOTE:** Part-time employment can be pro-rated to count towards fulltime. Example: six (6) months PT equals three (3) months FT) and a higher level of education can be pro-rated for experience up to a year.

**SPECIAL REQUIREMENT:** This class requires extensive travel. Incumbents will be required to possess a valid, appropriate level, New York State Motor Vehicle operator's license, or otherwise demonstrate the ability to meet the travel needs of the job.